



SPAL USA, Inc.
 1731 SE Oralabor Road
 Ankeny, IA 50021-9412
 Phone: (800) 345-0327
 Fax: (800) 654-7725
 Web: www.spalusa.com

Return Merchandise Authorization Form	RMA #
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Contact: _____

Customer Name or Customer #: _____

Telephone: _____ Fax: _____ E-Mail: _____ Date: _____

SPAL Part #	QTY	Reason For Return	Replacement (R) or Credit (C)	Date On Product

Please fax this form to 800-654-7725 - OR - Email this form to tech@spalusa.com

Customer is responsible for all shipping costs on warranties returned.

After receiving your RMA#, Please send returns to:
 SPAL USA
 Attn: Warranty Department (RMA #XXXX)
 1731 SE Oralabor Road
 Ankeny, IA 50021

Warranty Terms and Conditions:

- ✓ SPAL USA will not accept any returns without a return merchandise authorization number. Returns must be clearly marked with the RMA # on the outside of the box and a copy of this RMA form must be included with the shipment. Any return without a proper RMA# on the box may be refused.
- ✓ Return Authorizations are valid for 30 days (but not limited to) from the date of issuance.
- ✓ SPAL USA reserves the right to replace items of the same value or equivalency, if returned items are no longer available or have been discontinued.
- ✓ Standard return processing time from date of receipt is 15 working days.
- ✓ If the product returned is not SPAL's, or is not covered by warranty, you will be notified as to your options.
- ✓ Any product left unclaimed for a period of 30 days will be discarded.
- ✓ All non-defective returned products may be charged a 25% RESTOCKING FEE and must have been purchased within the last 30 days. These items must be in perfect saleable condition or credit may not be given.
- ✓ All defective items can be either replaced or credited. Please fill out this form as to which you prefer.
- ✓ Damage in shipping will VOID your warranty. SPAL USA is not responsible for items received damaged.
- ✓ Please only send the defective part(s) in question. Do not include all parts and/or accessories.